PTO/SB/21 (09-06) Approved for use through 03/31/2007. OMB 0651-0031

| Printed name Bruce B. Brunda CERTIFICATE OF TRANSMISSION/MAILING I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below: Signature | ,,a J | Daduction Act of 1006 | an noman | U.S | i. Patent and 11 | ragemark C |)πice; U. Ness it d | isolays a valid OMB control number. | |
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| Pages in This Submission 13 Attorney Docket Number NORME-458A | 1 | A domospondence after initia | Examiner Name | Kaylan | Kaylan K. Deshpande | | | | |
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| Amendment/Reply Petition to Convert to a Provisional Application Proprietary Information After Final After Final After Final After Final After Final Pretition to Convert to a Provisional Application Power of Attorney, Revocation Chapter of Converting to Convert of After Proprietary Information Status Letter Terminal Disclaimer X below): Response to Final Office Action (of 10 pages); Certificate of Mailing; and Return Receipt Postcard Remarks Request for Refund Chapter Postcard Proprietary Information Proprietary Information Y below): Response to Final Office Action (of 10 pages); Certificate of Mailing; and Return Receipt Postcard Return Receipt Postcard Return Receipt Postcard Remarks Signature Signature Stetina Brunda Garred & Brucker Signature Proprietary Information Reply to Missing Parts Incomplete Application Reply to Missing Parts Remarks Reg. No. 28,497 Reg. No. 28,49 | F | ee Attached | | Licensing-related Papers | | | | | |
| After Final Proprietary Information Provisional Application Power of Attorney, Revocation Change of Correspondence Address Terminal Disclaimer Express Abandonment Request Information Disclosure Statement Request Information Disclosure Statement CD, Number of CD(s) Reply to Missing Parts/Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.53 SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT | X Amendm | ant/Panly | | Pétition | | | | | |
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| Express Abandonment Request Information Disclosure Statement Certified Copy of Priority Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts Under 37 CFR 1.52 or 1.53 SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT Firm Name Stetina Brunda Garred & Brucker Signature Printed name Bruce B. Brunda Date June 19, 2007 CERTIFICATE OF TRANSMISSION/MAILING I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below: Signature | Extension of Time Request | | | Terminal Disclaimer | erminal Disclaimer | | | • | |
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| Signature | sufficient postage | e as first class mail in an e | nvelope ac | ddressed to: Commissioner | for Patents, I | P.O. Box | 1450, A | Alexandria, VA 22313-1450 on | |
| | Signature | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | | | | |
| Typed or printed name Megan M. MacDonald Date June 19, 2007 | | 24 24 24 | · · | | <u> </u> | | Date | June 10, 2007 | |

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Megan M. MacDonald

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ATTORNEY DOCKET NO: NORME-458A

TILE: Method for Tracking Future Support Engineering Requests

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- 3. Certificate of Mailing; and
- 4. Return Postcard.

Case No.: NORME-458A



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| Applicants: | Sanderson et al. |) | Confirmation No. | 9653 |
|-------------|--|-------------|------------------|---------------------|
| Serial No.: | 10/051,560 |) | Art Unit: | 3623 |
| Filed: | January 17, 2002 |) | Examiner: | Kaylan K. Deshpande |
| For: | METHOD FOR TRACKING FUTURE SUPPORT ENGINEERING REQUESTS |)) - | | |

RESPONSE TO FINAL OFFICE ACTION

Mail Stop Amendment Commissioner for Patents Post Office Box 1450 Alexandria, Virginia 22313-1450

Dear Sir/Madame:

Prior to initial examination of the subject application, please enter the following Preliminary Amendment.

Amendments to the Claims begin on page 2 of this paper; and Remarks begin on page 7 of this paper.